



The University of Jordan

Accreditation & Quality Assurance Centre

Reservation management

1	Course title	Reservation management
2	Course number	5302203
3	Credit hours (theory, practical)	3hours
	Contact hours (theory, practical)	3
4	Prerequisites/co requisites	non
5	Program title	B.A program
6	Program code	02
7	Awarding institution	university of Jordan
8	Faculty	Tourism and hospitality
9	Department	Hotel management
10	Level of course	3
11	Year of study and semester (s)	First semester 2019/2020
12	Final Qualification	B.A program
13	Other department (s) involved in teaching the course	Non
14	Language of Instruction	English
15	Date of production/revision	First semester 2019/2020

16. Course Coordinator:

Rami Muneer Mahmoud, Office numbers (314), office hours 10.00 – 11.00 Sunday, Tuesday, Thursday, phone numbers(35060), email addresses, r.mahmoud@ju.edu.jo

17. Other instructors:

NON

18. Course Description:

The aim of this course is to provide students with a general understanding of hotel reservation management process , it involves learning the types and sources of reservations, procedures for performing Reservation, dealing with computerized Central Reservation System (CRS), Global Distribution Systems, and procedures for amendments, overbooking and cancellation.

19. Course aims and outcomes:

A- Aims:

- 1.The essential knowledge and skills required for reservation management in hiring front office, travel agency, employees
2. Renting rooms within the hospitality industry; property management systems, reservations', bookings.
- 3- To give students and in-depth look at hotel operations. This class will provide content and instruction needed to work within a hotel front office specifically in reservation at an entry-level position

B- Intended Learning Outcomes (ILOs): Upon successful completion of this course students will be able to ...

After successful completion of this course the students will be able to:

- 1- Discuss room availability, overbooking, perfect fill nights and various room inventory management procedures.
- 2- Have a strong understanding of the reservation process, steps and procedures.
- 3- Become knowledgeable about the Global Distribution System and various technologies, internet reservations, and reservations systems.
- 4- Know the difference between individual and group reservation bookings. Manage the Guest Experience and Guest Service from the front office perspective and Property Management System (PMS) And Automation in Hotel.
- 5- Know the Reservation process and procedure.
- 6- Discuss and have an understanding of the Factors Affecting In Reservation
- 7- Discuss and have an understanding of the Elements of the reservation system.
- 8- Discuss and have an understanding of how to Respond to reservation requests
- 9- Discuss and have an understanding of Hotel Reservation & CRS.
- 10- Discuss and have an understanding of maintain reservations.

20. Topic Outline and Schedule:

Topic	Week	Instructor	Achieved ILOs	Evaluation Methods	Reference
Introduction to reservation management	1+2	Rami mahmoud	B.1 + B.2 + B.3 + B.4	Assignments	Text book
Reservation process and procedure	3+4	Rami mahmoud	B.1 + B.5	QUIZ	Text book
Factors Affecting In Reservation	4+5	Rami mahmoud	B.6	Lectures and Discussions	Text book
Elements of the reservation system	6+7+8	Rami mahmoud	B.7	Lectures and Discussions	Text book
Respond to reservation requests	9+10	Rami mahmoud	B.8	Group Works	Text book
Maintain reservations	11+12	Rami mahmoud	B.10	QUIZ	Text book
Central reservation system (CRS).	13+14 +15	Rami mahmoud	B.9	Lectures and Discussions	Text book

21. Teaching Methods and Assignments:

Development of ILOs is promoted through the following teaching and learning methods:

- Lectures, which cover the duration the semester.
- Students' active participation in purposeful class discussion.
- The availability of a supportive web site, which provides rich examples, cases, as well as exercises and questions, which add to the learning experience.
- Individual questions regarding course contents/subjects.

22. Evaluation Methods and Course Requirements:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

The following methods of learning assessment may be used for the various levels of learning in this course:

- Tests and Exams.
- Course Work (Quizzes, Assignments and Group Works).
- Term Project.

Element	Weight

Quizzes	20%
Mid Test	30%
Final Test	50%
Total	100%

23. Course Policies:

A- Attendance policies:

Students are expected to attend all classes of this course (without exception). A prior approval is required for class absence except for emergencies. However, any student with 7 Classes short attendance will be enforced to withdraw from the course, and the student will receive EW in his/her transcript for this course.

-Absence from lectures shall not exceed 15%. Students who exceed the 15% limit without a medical or emergency excuse acceptable to an approved by the Dean of the faculty shall not be allowed to take the final examination and shall receive a mark of zero (F) for the course. If the excuse is approved by the Dean, the student shall be considered to have withdrawn from the course.

“A student who knowingly represents work of others as his/her own, uses or obtains unauthorized assistance in the execution of any academic work, or gives fraudulent assistance to another student is guilty of cheating. Violators will be penalized.”

B- Absences from exams and handing in assignments on time:

-Failure in attending a course exam will result in zero mark unless the student provides an excuse acceptable to the Dean who approves a re-sit exam. Failed courses will normally be assessed in the scheduled semester. It is your responsibility to attend the exam at the correct time and place.

-Exam Attendance/Punctuality:

In the event that a student is up to ten minutes late, he/she will be permitted to attend/sit the exam. However, there will not be any extra time allowances made in favour of this student.

In the event that a student is more than 10 minutes late, he/she will not be permitted to attend/sit the exam.

-Re-sit Exams:

The student will not be allowed to re-sit an exam unless he/she finishes the institute with written evidence as follows:

Sickness by providing a medical report stamped by the Ministry of Health.

Death of a member of his/her family.

Accidents (e.g. car accident).

Natural causes such as heavy storms.

-Assignments & Projects:

Assignments and projects should be handed over to the instructor on the due date. Zero mark will follow late submission of an assignment unless the student has an acceptable reason approved by

the instructor.

- Attendance at exams is required for all students.
- Unexcused absence will be reported as a failure (F).
- Make-up exams only will be offered with acceptable excuse.

C- Health and safety procedures:

D- Honesty policy regarding cheating, plagiarism, misbehaviour:

Definition of cheating:

Cheating is an attempt to gain marks dishonestly and includes:

- Copying from another student's work.
- Using materials not authorized by the institute.
- Collaborating with another student during a test, without permission.
- Knowingly using, buying, selling, or stealing the contents of a test.

Penalty of Cheating:

The minimum penalty for cheating is an automatic zero for the test or assignment leading to a possible "F" for the subject. The student will be expelled from the examination room so that he/she doesn't disturb other students. The exam invigilator will produce a report on the case. The report will be kept in the student file.

A second offense will result in the immediate suspension of the student for the remainder of the current semester. A copy of the decision will be kept in the student file, while another one will be passed to the Dean.

Procedures that taken against those individuals who commit the cheating and plagiarism, forgery and breach of classroom system, or constitute obstacle the normal functioning of the process of learning and teaching, will be transferred to commissions of inquiry and the denial of the material in some cases

E- Grading policy:

A grade of (D) is the minimum passing grade for this course. Grades of less than D are not acceptable for credit towards graduation in this course.

- Mid-term exam 30%
- Assignments and Quizzes 30%
- Final Exam 40%

F- Available university services that support achievement in the course:

24. Required equipment:

Data show and laboratory for training

25. References:

A- Required book (s), assigned reading and audio-visuals:

-Collins, G.R., & Cobanoglu, C. (2008). Hospitality information technology: Learning how to use it (6th ed.). Dubuque, IA: Kendall/Hunt Publishing Company.

-Kasavana, M.L., & Cahill J.J. (2003). Managing technology in the hospitality industry (4th ed.). Lansing, MI: Educational Institute of the American Hotel & Lodging Association.

B- Recommended books, materials, and media:

26. Additional information:

Name of Course Coordinator: Signature: -----Date: -----

Head of curriculum committee/Department: ----- Signature: -----

Head of Department: Signature: -----

Head of curriculum committee/Faculty: ----- Signature: -----

Dean: Signature: -----

Copy to:
Head of Department
Assistant Dean for
Quality Assurance
Course File